

DAF IN ACTION

90 YEARS OF EXCELLENCE

NO.2 2018



UPS: "We have to prove ourselves every day"



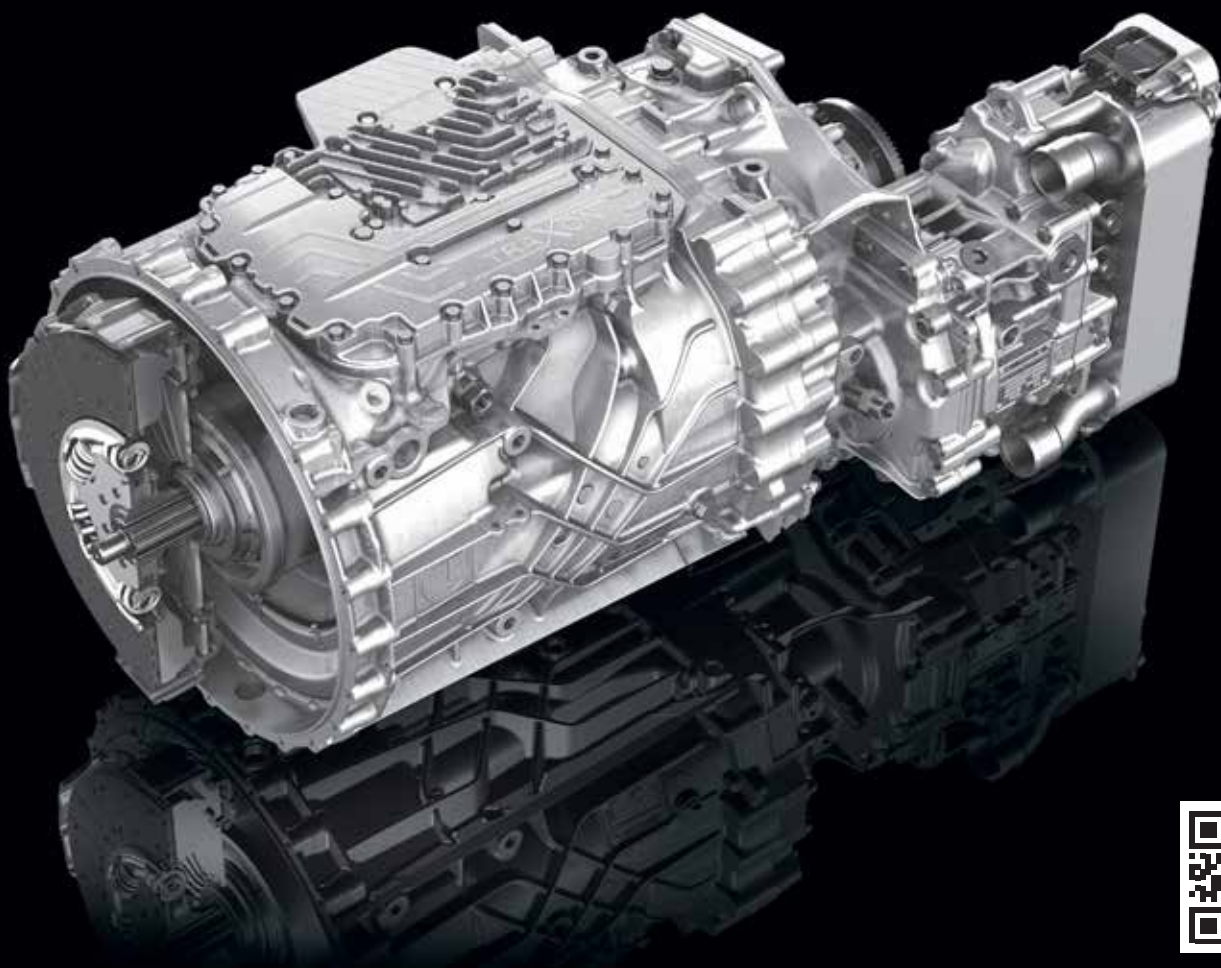
What our customers say about the 'International Truck of the Year 2018'



DAF - demonstrating environmental leadership

TRAXON – LIGHT. STRONG. INTELLIGENT.

With ZF-TraXon, the first modular transmission concept worldwide, trucks are driving efficiently towards the future. The compact, robust design and the highest transmission efficiency in its category make TraXon the new standard in terms of cost-effectiveness. TraXon transfers the engine output virtually without losses; PreVision GPS and software control help to save fuel. The lightweight design of the transmission increases the efficiency. TraXon is a transmission for diverse functions – from long-distance transport to construction site applications. ZF-TraXon. Light. Strong. Intelligent. www.zf.com/TraXon



News	4
90 years of innovative transport solutions	6
Clients from the early hours	12
DAF cars: An automatic for the man in the street	15
ITS: The first and the best	16
Evolution of DAF production	18
UPS: “We have to prove our worth every single day”	22
Almost 90% less CO₂	24
What our customers say about the ‘International Truck of the Year 2018’	26
Urban distribution in 2050: Back to the future	28
DAF - demonstrating environmental leadership	30



Ready for the future!

90 years ago, a young technician, Hub van Doorne, laid the foundation for what DAF is today: the premium truck brand in Europe and in many countries throughout the world. Offering effective and innovative transport solutions has always been the cornerstone of our success. Whether it was turbo intercooling technology as an industry first in the early seventies or setting new standards in driver comfort with the launch of the Space Cab in the eighties, we have been providing excellent trucks and services to our customers since day one. This has always been our driving force and remains so today.

We understand what is important to you: maximum uptime and the lowest possible operating costs. That is why DAF provides you with the best trucks on the market that offer industry-leading reliability and fuel efficiency. You can always rely on our professional and dedicated DAF dealer network, which offers a comprehensive portfolio of services: PACCAR Parts, PACCAR Financial, DAF MultiSupport Repair & Maintenance, DAF Connect and many more.

We are proud of our heritage, and with our great trucks, excellent services and great people we are more than ready for the future. We will always keep our main objective in mind: offering you added value so you can successfully run your business. Ninety years is quite a milestone, but I truly feel that our ninety-year mark is just the starting point for an even more successful future

Best regards,
Preston Feight
President



Colophon:

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DAF chooses 'International Dealers of the Year 2018'



2018 DAF International Dealer of the Year is ESA Trucks Polska. Jaroslaw Szymkowiak shareholder/managing director and Klaas Elema shareholder/president are flanked by Richard Zink, DAF Trucks director Marketing & Sales and DAF Trucks president Preston Feight.

At DAF's International Dealer Meeting in Seville, ESA Trucks Polska was chosen as 'DAF International Dealer of the Year 2018'. The dealer has been a leading performer in truck sales, parts and Financial Services, and also in relation to growth and customer satisfaction. Another Polish dealer, DBK from Olsztyn, was chosen as 'PACCAR Parts Europe International Dealer of the Year'. Ford & Slater Ltd from Leicester (United Kingdom) was awarded the title of 'PACCAR Financial Europe International Dealer of the Year'.

DAF presents limited 90th Anniversary Edition

DAF Trucks presents the 90th Anniversary Edition of the New XF. This truck commemorates the establishment of the company 90 years ago. The anniversary edition boasts extra-luxurious features, exclusive striping and subtle design elements. To underline the exclusivity of this very special truck, it is fitted with the Super Space Cab and with PACCAR's most powerful MX-13 engine with 390 kW/530 hp.

The Anniversary Edition is limited to 250 vehicles. Each truck is numbered and the unique number can be found both in the decorative finishing in the cabin and in the specially illuminated DAF logo panel, which can be seen when the door is opened. ■



Girteka Logistics: 500 DAF XF

Girteka Logistics, one of Europe's largest transport companies and with its headquarters in Vilnius, Lithuania, is expanding its fleet with the acquisition of 500 new DAF trucks. The decision was preceded by some extensive research. "In the end we opted for the XF because of its tremendous reliability, safety and fuel efficiency", explains chairman Mindaugas Raila. Girteka Logistics – 4,400 tractors, 4,700 trailers, 9,000 drivers – also praises the driver comfort, the powerful new driveline and the service interval of up to 200,000 kilometres. DAF President Preston Feight: "The choice made by Girteka Logistics is a clear acknowledgement of the quality of our trucks." ■



‘DAF European Technician of the Year 2018’

Marin Pavicic best DAF technician in Europe

The title of ‘DAF European Technician of the Year 2018’ has been won by Marin Pavicic (33), workshop manager of dealer Walter Aichwalder in Klagenfurt, Austria.

During the European final of the competition the eighteen finalists demonstrated their skills in a number of theoretical elements and practical cases, particularly in relation to engines and vehicle systems.

Marin Pavicic was completely surprised by his victory. “An unbelievable feeling”, he says. “The assignments and tests were very difficult and I was pretty nervous. I’m so proud to have won this award!” What does he think makes a good technician? “You have to challenge yourself every single day”, says Marin. “That’s how you learn and how you become a better professional.” ■



Johan Drenth, After Sales Director at DAF Trucks N.V. (left), presenting the trophy to a delighted Marin Pavicic

Truck of the Year in Poland and Slovenia

Quality, comfort, innovation and fuel efficiency. These are the key characteristics that Polish transporters and truckers referred to in their decision to award the DAF XF the title of ‘Truck of the Year 2018’ in a vote organised by the leading magazine *Polski Traker*. Using the same parameters, the DAF CF and XF were also chosen by transporters, truckers and the truck media in Slovenia as their ‘Truck of the Year 2018’. The DAF CF and DAF XF had already been crowned ‘International Truck of the Year 2018’. ■

German media impressed by performance of New CF and XF

“Rekordfahrt!” In its June edition, the front page of the leading industry magazine *Trucker* left little to the imagination. The cover features the XF 480, which was tested by the magazine. Never before did a truck manage to cover the magazine’s challenging 359-kilometre test route so efficiently as this DAF did, coming in at just over 24 litres per 100 kilometres. The new XF also scored well on all other elements of the test, thereby earning itself the designation ‘Exzellent’.

Magazine *Transport* is also extremely enthusiastic about the new XF: “It has a very efficient and quiet driveline and features extra pulling power in the highest gear and an incredibly powerful engine brake. The driving comfort and living space it offers the driver are second to none.”

‘Piggy bank for the distribution sector’, ran the headline in *DVZ*. “DAF promised us that its new truck would be 7% more fuel-efficient. With the CF 450 we even managed 8%.”

Fernfahrer is just as impressed as everyone else. “The CF does its work not only with the greatest of ease but also in near-perfect silence.” ■





DAF Trucks - 90 years of innovative transport solutions

On 1 April 1928 Hub van Doorne set up a small construction workshop in Eindhoven, the Netherlands. From these very modest beginnings, DAF eventually developed into a leading global truck manufacturer with a firm focus on innovation, quality and transport efficiency.



The highly talented Hub van Doorne opened his small workshop in the corner of the local Coolen brewery in Eindhoven. His first jobs mostly involved welding and ironwork for the city of Eindhoven and for local businesses, such as the electrical goods manufacturer Philips.

The crisis in the 1930s inspired Hub van Doorne and his brother Wim to

enlarge their range of services. In 1932 the workshop was expanded to include a trailer-making business. The name of the company was changed to Van Doorne's Aanhangwagen Fabriek (trailer-making factory) or DAF for short.

The trailers produced at the factory were known for their ability to carry heavy loads thanks to the welded

chassis. The welding technique used to make these trailers was a unique innovation at the time, one that resulted in significant weight reductions. Another unique invention was the DAF container trailer, which was developed for the speedy loading and unloading of railroad containers and was first introduced in 1936. This very early example of intermodal transport made DAF one





of the first suppliers of container trailers in the world.

A new truck company is born

In 1949 the first DAF truck went into production and the company's name was changed to Van Doorne's Automobielen Fabriek. One year later a special truck factory was built to facilitate the production of three-, five- and six-ton truck chassis.

The company as we know it today was beginning to take shape.

Cabin defines the new standard

The first DAF trucks left the factory in the late 40s and early 50s as a basic chassis with a temporary seat, an engine and a characteristic grill with seven chrome bars. The DAF chassis was then driven to an assembly plant where it was fitted with a customised,



locally produced cabin. In 1951 DAF introduced its own cabin, complete with rounded edges and a slanted grill for improved aerodynamics. Driver comfort was improved thanks to the introduction of a suspended seat.

In the 1960s DAF improved driver comfort even further with the introduction of the first ever cabin designed specifically for international transport. The DAF 2600 had two beds and windows all around for a spacious feeling and an optimal view on the road. Power brakes and power steering eased the demanding job of the driver. The 2600 is now regarded as the first international transport truck ever produced. In 1968 DAF was one of the first truck manufacturers to introduce a tilting mechanism for the cabin, which made maintenance much easier.



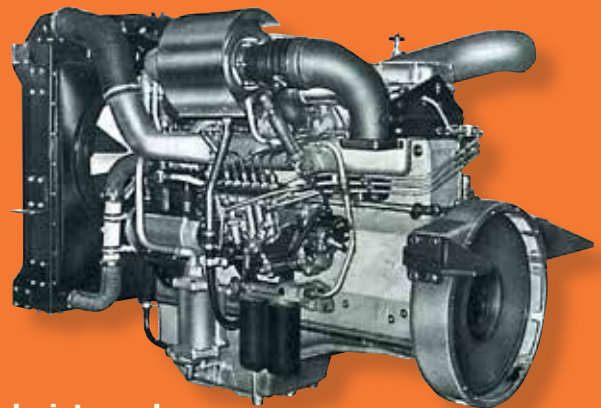
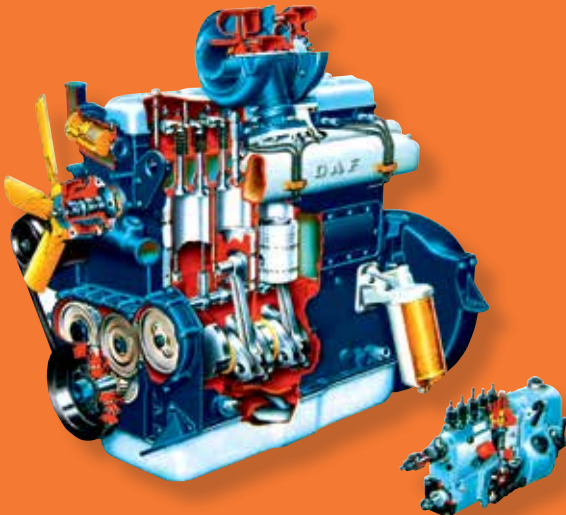
With the introduction of the Space Cab concept in 1988, DAF reaffirmed its leading position as a truck manufacturer by focusing both on operational costs and on driver comfort. DAF's innovative Space Cab quickly became the new standard for cabin size and comfort for international transport. Together with the even larger Super SpaceCab, which was introduced in 1994, DAF's cabins continue to serve as the benchmark when it comes to driver comfort and space.



Innovative engine development

In the early days, DAF installed Hercules and Perkins petrol and diesel engines, but in 1957 the Eindhoven company designed and began manufacturing the first DAF-branded engines. Two years later, DAF improved the DD575 diesel engine by adding a turbo charger which was another ground-breaking achievement.

1959 **DD 575 turbodieselmotor**



1973 **Turbo intercooler**

In 1973 DAF was the first to introduce turbo-intercooling. The technology was initially developed to meet the demand for higher engine outputs and lower fuel consumption, but also proved to be indispensable in realizing cleaner exhaust emissions. In the 1980s DAF launched ATi, Advanced Turbo Intercooling which provided further power and efficiency gains through a further refinement of injection technology and an optimised shape of the combustion chamber.



DAF's cabins are still the benchmark when it comes to driver comfort and space.

In 2005, DAF unveiled the PACCAR MX engine that is now installed in all of DAF's heavy-duty trucks and over 40% of Kenworth and Peterbilt built trucks. The latest generation MX-13 and MX-11 engines feature extremely efficient down speeded engines, intelligent drive lines and efficient rear axles that result in high torque being available at impressively low engine speeds for unmatched fuel efficiency and the highest driver comfort. Together with advanced vehicle software algorithms, excellent aerodynamics and a new compact after-treatment system, these DAF innovations result in a fuel efficiency gain of an impressive 7%, the largest fuel efficiency gain in the history of the company.



PACCAR MX-13 Euro 6

INTERNATIONAL TRUCK OF THE YEAR

DAF's commitment to quality has earned the company five International Truck of the Year awards, the industry's highest honor.



1988 **DAF 95**



1998 **DAF 95XF**



2002 **DAF LF**



2007 **DAF XF105**



2018 **DAF NEW CF and XF**



**Working on a higher level.
With a lower consumption.**



**The FUELMAX range.
Drive further on less fuel.**

Thanks to up to 10% improved rolling resistance*, with the FUELMAX tires you can now drive further on less fuel.

* Comparative tests made by Goodyear GIC*L on size 315/70R22.5 show that new Goodyear FUELMAX S and FUELMAX D steer and drive tires offer an improvement in rolling resistance of up to 6% and 10% respectively vs. Goodyear Marathon LHS II + and LHD II + tires.



MADE TO FEEL GOOD.



2017: the New CF and XF were crowned 'International Truck of the Year 2018' because of their excellent transport efficiency and impressive fuel consumption reductions of 7%.

DAF, A PACCAR Company

In 1996, DAF became a PACCAR company. Since then, DAF has continued its leadership position as a global technology leader with major developments in trucks, engines, and state-of-the-art facilities.

Excellent Trucks in the Market

DAF launched the new LF, CF and XF series in 2001 and 2002, the award-winning XF105 model in 2005, and the Euro 4 and 5 program in 2006. A full range of new, ultra-clean Euro 6 models entered production in 2013. And in 2017, the New CF and New XF were named 'International Truck of the Year 2018' for their class-leading transport efficiency and impressive fuel efficiency gain of 7%. Also in 2017, in the United Kingdom, the New LF was awarded 'Commercial Fleet Truck of the Year'.

Developing Technologies for the Future

In 2015, DAF demonstrated truck platooning. The EcoTwin vehicle system enabled trailing vehicles to automatically follow the lead truck resulting in lower fuel consumption, reduced CO₂-emissions and improved traffic flow. Due to EcoTwin's success, DAF was selected to exclusively participate in English platooning trials in 2017. DAF is engaged with leading European technology development projects to gain comprehensive experience with alternative electric and hybrid power trains.

Global Excellence

DAF is driving business globally in the 21st century. Its class-leading trucks are manufactured in the Netherlands, Belgium, the United Kingdom and Brazil,

and DAF products are sold by 1,100 independent dealers on five continents. DAF trucks are backed by industry leading services provided by PACCAR Parts and PACCAR Financial. Fleets are supported by Europe's best roadside assistance, International Truck Service (ITS) and DAF Connect, DAF's advanced fleet-management system. ■

Customers from the early hours

SPAIN:

Distribuciones Juan Araña

The next time you find yourself sitting on a sunny terrace in Gran Canaria, chances are that the cool drink you order will have been supplied by Distribuciones Juan Araña. The founder of the company, Juan Araña, started his own business in 1985. After spending much of his career working for the world's largest soft drinks manufacturer, he decided to get into the beverage distribution business himself and he now runs the largest distribution company on the Canary Islands. Araña recently even started brewing his own beer, thereby neatly completing the circle.

In 1988, Juan Araña acquired his first DAFs: two distribution trucks from the 1300 series, which increased the size of his fleet from four to six vehicles. Today Distribuciones Araña maintains a fleet of no fewer than 45 trucks, including 30 LFs. "Our competitiveness is mainly due to the fact that we specialise in one form of transport: the delivery of beverages. Our LFs are tailor-made to match our specific needs," according to Juan Araña. "My drivers love the trucks because they have been designed to keep physical effort to a minimum while maximising comfort."



Juan Araña and his son Aday

ITALY:

CLT (Cooperativa Lavoratori Trasporto)

CLT (Cooperativa Lavoratori Trasporto) was established in 1983 in Ravenna, Italy. In that year, a number of drivers and transport firms decided to join forces and form a co-op for the transport of carbon black and activated carbon. "In those days DAF was not a big brand in Italy," says founding member Romeo Giacconi. "The decision to combine our efforts was an inspired one: today our fleet consists of 200 tractors, all made by DAF." The first DAFs in the CLT fleet were of the 3600 type and since then we have had every single type of heavy tractor produced by DAF in the fleet, up to and including the most recent one, the Euro 6 XF. "They offer the perfect combination of low weight and high performance," according to Enrico Giacconi, the current director. "Technologies like the AEBS anti-collision braking system contribute to improved safety, not to mention lower insurance premiums. And with the introduction of fleet management systems, we have been able to reduce our exploitation costs by 15 to 20%."



**ENGLAND:**

Brian Wood

In 1987, Brian Wood from Essex bought a DAF 1900 with the aim of supplying malted barley to breweries all over the United Kingdom. And he is still doing the very same today in 2018. Brian Wood is a man who cherishes traditions, which is clear not only from the fact that he has been driving the same truck for 31 years but also because he still loads and unloads every single bag by hand himself. He estimates that over the past thirty years he has seen 73,000 bags of barley pass through his hands, and that at 50 kilos a bag no less.

In all that time, Brian's 1900 has travelled up and down the country without any trouble. The only damage it ever suffered was a dent in the bumper as a result of another truck losing a wheel on the road. After over thirty years of service and with two million miles on the clock, Brian will be replacing the 1900 later this year with a CF85. However, that does not mean the end for Brian's trusty companion. His beloved 1900 is to be restored and will continue life as an exhibition vehicle. And what about Brian? "I don't think I'll ever retire", he says. "I'm in good health, I take care of myself and I want to continue working."

**GERMANY:**

Hans Wormser

For over 45 years now, the name DAF has been synonymous with the successful German transport company Hans Wormser AG. In that time, Wormser has acquired more than 1,700 new DAFs – a total of thirty or more new trucks each year. "Our prime concern is maintaining a good relationship between customer and supplier," says Mirko Schmidt, director of Hans Wormser AG. "Our focus is firmly on continuity and we hope to maintain our partnership with DAF long into the future. We have great faith in the quality, reliability and low exploitation costs offered by DAF." In 1974, Hans Wormser, the son of the original founder, was the first German transport specialist to add a DAF to his fleet. He became a DAF service partner at the same time too. Wormser is therefore not just one of DAF's most loyal clients, but also one of its most trusted partners.

dirna  Bergstrom
Parking Coolers

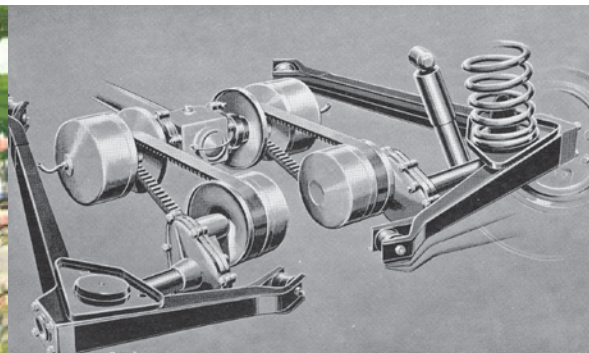
GENERATING TRUST, GROWING TOGETHER



... More than 20 years of collaboration →

DAF cars: an automatic for the man in the street

In the early 1950s Hub van Doorne set out to fulfil a long-cherished dream: the development and production of a passenger car.



Hub van Doorne wanted to make a car that was affordable for 'the man in the street'. The first serious plans date from 1954 and from the start Hub planned to fit his cars with an automatic transmission as standard (!). The more conventional transmission system was, he believed, too complicated, too heavy and too expensive.

Drive belts

Avoiding the conventional approach, Hub van Doorne came up instead with the 'Variomatic', a stepless, fully automatic transmission driven by belts. The first DAF car was launched in 1958 at the Auto RAI in Amsterdam. Every single component of the DAF 600 was produced in Van Doorne's own factory, including the 22 hp 590 cc air-cooled twin-cylinder engine. It was a huge success: during the RAI show the DAF stand was

permanently crowded with visitors and within two weeks 4,000 orders had been placed. Everyone in the Netherlands wanted a DAF.

Unexpected success

One year later, production was in full swing. The car's unexpected success led to the decision to double the production capacity to 200 cars a day. This required wholesale changes in the factory, including the creation of extra space at the expense of the truck manufacturing section and the acquisition of extra machines. In March 1959 the first DAF 600 rolled off the assembly line.

International

In 1961 DAF's share of the domestic market in the Netherlands was over 7%. Exports also rose, with the car at first proving very popular in Belgium, in particular. New versions were also

introduced: after the 600 came the 750, the Daffodil and later on the 33, 44, 46, 55 and 66 in a wide range of different models. In addition to the two-door sedan, pick-up models, station wagons and coupés were also developed.

Motor racing

Sporting successes also helped to underpin the reliability of the unique 'Variomatic' transmission. The DAF cars achieved outstanding results in many challenging rallies, such as the Monte Carlo Rally, the Tour de Corse and the 16,500 km London-Sydney Marathon. A Brabham Formula 3 racing car was even fitted with a Variomatic! The drivers Gijs van Lennep and Mike Beckwith won several races in a car that delivered 125 hp. ■



The first and the best:

DAF ITS

DAF ITS (International Truck Service), the international emergency service for truck drivers, has been helping stranded drivers to get back on the road since 1972 and enjoys a reputation as one of the leading service organisations in the transport sector.

Around the end of the 1960s, international road transport began to grow at a tremendous rate. This led to the establishment in 1972 of DAF ITS, the first organisation of its kind in the world of commercial road transport. After almost fifty years, the principle aim of DAF's international road side assistance organisation has remained the same: helping stranded drivers to get back on the road as quickly as possible to ensure maximum vehicle uptime.

More than just technical support

DAF ITS provides much more than just technical support for trucks and buses. In the case of a vehicle becoming stranded as a result of an accident, a malfunction of the semi-trailer or even a traffic fine, a simple telephone call to the central number in Eindhoven (+31 40 214 3000) sets the international DAF service apparatus in motion. Sometimes the service offered by DAF ITS goes even further. On one

remarkable occasion a driver was provided with a new pair of shoes after his own had become stuck in the mud while he was searching for a roadside telephone. Of course, this kind of thing doesn't happen anymore today; to enlist the help of DAF ITS these days, the driver doesn't even have to leave the cabin thanks to smartphones and email (daf.its.callcenter@daftrucks.com).

24 hours a day, 365 days a year

DAF made a conscious choice at the very start to retain control of the services provided by ITS. DAF ITS is located in Eindhoven, literally at the heart of the organisation between the PACCAR Parts and Market Service departments. This ensures that the lines are kept short and that the most current technical expertise and information is always available. It also means that urgent deliveries of spare parts, for example, can be arranged in the shortest time possible.

“

On one remarkable occasion a driver was provided with a new pair of shoes after his own had become stuck in the mud.



DAF ITS is on call 24 hours a day, 365 days a year and provides support in all European countries and Morocco. Drivers can communicate directly with the operators in six languages.

Service points

In the beginning, all requests for help were handled over the telephone and using a card system. Today modern computerised equipment is used to ensure maximum efficiency. Whenever a request is received, the first task is to establish the location of the DAF service point nearest to the stranded vehicle. As soon as the dealer has been contacted, the driver is informed as to when they can expect help to arrive. Contact is also made with the dealer normally tasked with carrying out maintenance work on the vehicle in question. This ensures guarantee of payment so the driver does not have to worry about the financial aspects of the

service provided. In the case of a vehicle becoming stranded, DAF ITS also informs the vehicle's home base and keeps it fully up to date on all developments.

Fleet analysis

The international emergency service translates all of its request for help into statistics and reports. The DAF ITS reports help the DAF dealer to provide transport operators with specific fleet analyses. And the ITS reports are also very important to the Product Development department at DAF, as they are a crucial source of information that helps to ensure continuous improvement of the product. ■



Evolution of DAF production

From 'working in a garage' to hi-tech production facility

1955. The production of trucks is in full swing in Eindhoven: each day 20 new DAF vehicles roll off the assembly line, all apparently identical to each other. Fast forward to 2018 and that number has risen to 250 a day, but with each truck different from the next, in principle. Not to mention the 3,000 different colours in which a truck can be delivered ex factory.

Of course, there are still some similarities when you compare the assembly line from 65 years ago with its modern equivalent. The clean environment, the trucks all lined up neatly ready to go, almost as if nothing has changed. And at first glance you would be forgiven for thinking so, too.

1950s

The production facilities in 1950. Quality is the number one priority at DAF, just as it is today. Although the days of beating panels into shape by hand are long gone, the production process is still dominated by manual labour. The factory is a noisy place and ergonomics still a distant concept. Parts are piled up alongside the assembly line so as to ensure continuity in



the production process. Every now and then a part is rejected. Each finished vehicle is added to the line of new trucks waiting for the next customers. Sometimes a finished truck is taken apart and rebuilt again to match the specific needs of a customer.

2018

The contrast couldn't be greater. Each newly manufactured truck has already been earmarked for a customer and fine-tuned to meet their specific demands, right down to the last detail. ▶

PACCAR Production System



With its PACCAR Production System (PPS), PACCAR (and DAF) continues to further enhance safety, quality and efficiency. The motto: there is always room for improvement. Within PPS the ultimate goal is to be able to do everything first time right. Without any unnecessary waste of energy or materials, with the highest possible quality and as safely as possible. The contribution of each and every employee is crucial to this process. After all, they are the specialists and the ones who know best how they can do their job better and more efficiently. The knowledge and expertise of the DAF employees form the basis for continuous improvement of the processes.

DAF lubricants - save money and time

The Premium and Xtreme ranges have all been designed, developed and tested for DAF Trucks by Chevron Lubricants, one of the largest producers of quality oils in the world. They have been designed with clear objectives. Save operators money and time by delivering optimised protection and performance for all moving parts of the driveline. Resulting in reduced fuel consumption, lower CO₂ emissions and extended drain intervals.



DAF Xtreme 75W-85
DAF Xtreme 75W-90
Fuel saving DAF axle oil

DAF Xtreme 75W-80
DAF Premium 75W-80
Fuel saving DAF gear box oil

DAF Xtreme LD-FE 5W-30
DAF Xtreme LD-FE 10W-30
DAF Xtreme FE 10W-30
Fuel saving DAF engine oils

DAF Xtreme Longlife Coolant





Robots are now being used for those tasks where new technologies are able to achieve far more accuracy than the human eye.



Parts are no longer stacked alongside the line. Instead they are often already assembled into larger components, which are then only added to the line when needed. Cabins are delivered sequentially to Eindhoven from the facility in Westerlo. Axles, tyres and engines are also delivered precisely in sequence as required by the assembly line. The different models are built alongside each other – left- and right-hand drive; fitted with day cab, SpaceCab or Super SpaceCab; tractors and vocational trucks.

Safety and ergonomics

Safety and ergonomics are standard concepts in DAF's production process these days. Engine blocks, for example, are transported automatically to each successive work station and set to the ideal working height. The use of electrical equipment results in far less noise and even higher quality. At DAF, excellent



working conditions, optimal ergonomics and the highest quality go hand in hand. Robots are now being used for those tasks where new technologies are able to achieve far more accuracy than the human eye, such as in the ultramodern cabin painting facility in Westerlo (image above).

At DAF, quality is firmly anchored in each work station, where regular checks are

carried out to ensure that each truck is not just built according to the specifications of each individual customer but also guarantees the customer hundreds of thousands of reliable and most efficient kilometres on the road. ■

UPS: “We have to prove ourselves every day”

In a special themed issue about the history of DAF, it is only logical that the voices of customers who have a long relationship with the Dutch truck manufacturer should be heard. Like UPS, which took delivery of its first DAF in the 1980s. Today, over 400 LFs, CFs and XFs in Europe bear the characteristic and immediately recognizable colours of brown and gold. With another order in the pipeline ...

BY **HENK DE LANGE**

UPS was founded almost 111 years ago in Seattle, USA. From a modest package service the company grew to become one of the world's largest players in the field of logistics services and distribution. How big? Only last year UPS processed more than 5 billion shipments (see box).

“Everything that has wheels”

The German Ralf Eschemann is responsible for - as he says - “everything that has wheels” in Europe, Africa and the Middle East. This varies from bicycles to ground equipment for the gigantic aircraft fleet and from trucks to trailers and swap bodies. All in all, Eschemann has more than 18,300 transport units under his management. “In 1976, UPS started to expand its activities to Europe. In some cases through the acquisition of existing companies”, he says. “There were also companies that drove with DAF, when it was still a fairly small truck brand in Europe. On the basis of our good experience, the relationship with DAF has grown further.” Meanwhile UPS has DAFs in the fleet in all European countries where it is active: the light LF for, among others, for city distribution, the medium duty CF for the transport

between the distribution centers and the XF for the longer distances.

Luxury-coach level

Of all three types, the CF is the most common in the UPS fleet. And the trucks are not spared: every day they are in use for 18 to 20 hours, in two shifts. “In the end, a truck is no more than a tool for us and the CF perfectly meets our requirements: durable, reliable, low operating costs”, says Eschemann.

This does not mean, however, that UPS does not consider driver comfort to be important, he adds: “The spacious cab, the seating comfort, the wide bed, the automatic transmission, the air-suspended front axle, the low entry and the low noise level; the drivers love it. The comfort of DAF is at luxury-coach level.”

Maintenance

UPS carries out the maintenance for a large part in-house. Eschemann explains why: “Our vehicles have a very specific deployment area and often operate day and night. Together with DAF, we have adapted the maintenance schedules to our specific requirements.



Ralf Eschemann

Our own workshops are fully set up for this and work in three shifts, almost around the clock. The quality level of the workshops is so high that they are also official DAF service workshops.”

Future

In order to become a company more than hundred years old, you have to keep looking to the future. And that is what UPS does. “We have to prove ourselves every day”, says Eschemann. “We are constantly looking for new technologies to become even better and faster, while at the same time being cleaner and more sustainable. I dare say that UPS is a driver in the transport



Brown

In the first few years, every UPS vehicle had a different colour. The idea behind it was that people would think that the company had a very large vehicle fleet. In 1919, UPS introduced the distinctive brown for its fleet. This colour scheme was inspired by Pullman luxury rail carriages. They radiated quality and UPS wanted to achieve the same. The brown colour that UPS uses has been specially developed for the company and may not be used by any other company.

industry. Our own engineering department works closely with manufacturers and other technology companies to research and develop alternative fuels, drive technologies, new transport concepts and new technologies. For example, we already had an electric 7.5 tonne truck based on our requirements in operation in 2010 and we also do a lot of research in the area of autonomous driving and platooning. We dare to think outside the box. For example, we have partnered with a company to develop drones that deliver medicines in remote areas in Africa.”

Relationship

In the lift downstairs, following the conversation, Ralf Eschemann continues. “When choosing our trucks, we mainly look at the Total Cost of Ownership: what does a truck cost me at the bottom line? But at least as important is the relationship with the manufacturer. DAF is characterized by short lines, trust and an informal atmosphere. Questions are answered quickly, any problems solved quickly. DAF takes away your problems, just as we do with our customers.” ■

UPS in numbers

- Global turnover 2017: \$ 66 billion
- Number of packages delivered worldwide in 2017: 5.1 billion
- Daily number of parcels delivered worldwide: 20 million
- Number of employees worldwide: 454,000
- Vehicle fleet worldwide: almost 118,000, of which more than 9,000 drive on alternative fuels
- Aircraft fleet: 581 of which 241 are self-owned





SNEL Logistic Solutions in Belgium uses HVO:

“Almost 90% less CO₂”

The newest generation of DAF LF, CF and XF trucks are perfectly suited to driving on so-called ‘renewable fuels’. Snel Logistics in the Belgian town of Deinze has been running extensive tests with HVO. The reason? Almost 90% less CO₂ emissions. “A better alternative than LNG”, according to Gert Snel, general manager of the Belgian logistics firm that regards sustainability as one of its core values.

BY **ROB VAN TILBURG**

Founded in 1985, Snel Logistic Solutions in Deinze has grown to become one of the most reputable logistics companies in Belgium. “From the very start we focused on providing added value with regard to the transport of goods from A to B”, explains Gert Snel. “And that is where we differentiate ourselves from the rest, which is important at a time when competition in

the transport industry is very high.” Snel Logistic Solutions operates modern distribution centres that cover an area of 60.000 m², are operational 24/7 if required and can provide tailor-made service to the firm’s customers.

Diversity leads to continuity

The wide range of tractor-trailer combinations clearly shows just how

extensive the client portfolio at Snel Logistic Solutions is. “On the one hand our focus is on providing intensive distribution for the food industry, while on the other we have seen a tremendous increase on the chemical transport side”, says Gert Snel. “I wouldn’t be surprised if this market segment eventually accounts for 30% of our turnover in the middle- to long-term. It is terrific that we have been



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It is terrific that we have been able to expand our activities right across the board. That's good for the continuity of the business.”

able to expand our activities right across the board. That's good for the continuity of the business. And it is also an acknowledgement for the entire team of the fact that clients are willing to allow us to explore new territories. That says a lot about their level of trust in us.”

Shining example of safety

‘Sustainable business practices’ is firmly established as one of the most important core values at this logistics firm, which incidentally maintains a fleet of 180 vehicles, 65% of which are DAFs. “To us, sustainable business means first and foremost maximum attention for safety”, explains Snel. “We invest heavily in the training of our drivers and in modern safety systems, including for our trucks. The result: in 2013 we were one of the first ever logistics companies in Belgium to be awarded the Truck Safety label and we were singled out as a shining example of safety by the Flemish authority for traffic safety.”

Anyone who visits the website of SNEL Logistic Solutions will quickly conclude that its ‘Sustainable Business Practices’ are primarily focused on environmental matters. It was one of the first companies to embrace the EcoCombi, to use tyres with a low rolling resistance on all its vehicles as standard and to introduce a maximum speed of 85 km/h, which in turn led to a 3% reduction in fuel consumption and a 3% drop in CO₂ emissions.

What is HVO?

HVO (Hydro-treated Vegetable Oil) is a synthetic diesel made from waste products, such as frying fat, animal fats or wood pulp. HVO can be mixed in all proportions with normal diesel oil. All DAF trucks from the newest generation are suitable for HVO.

Economy and ecology

Snel: “Of course we are also looking at alternative fuels and that is why we are now experimenting with HVO, a vegetable oil that is made entirely from waste that doesn't include foodstuffs. This was an important consideration for us. Every single new DAF can use it without having to be modified; even the maintenance requirements stay the same. And the impact is enormous: 89% less CO₂, 33% fewer particulate matter, 9% less nitrogen. It is by far a better alternative than LNG. Trucks don't need to take detours in search of a suitable filling station – the biodiesel comes from a 10,000 litre tank that our partner Maes Energy & Mobility has installed on our premises. And the real beauty of it is that all of the benefits of having a truck with a diesel engine are retained, such as reliability, durability, operating cost and resale value. To me it is a perfect example of how economy and ecology can go hand in hand.” ■

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To me it is a perfect example of how economy and ecology can go hand in hand.”



What our customers say about the **'International Truck of the Year 2018'**

Gianenrico Griffini, chairman of the jury 'International Truck of the Year', summed it all up perfectly earlier in the year: "With the introduction of the New XF/CF, DAF has delivered a series of medium and heavy duty trucks that set a new standard in terms of the energy efficiency of the driveline and overall performance. The DAF team can be very proud of its ground-breaking trucks." Very flattering, of course, but in the end it's the customer's opinion that counts. So what do they think of the new DAFs?



Quality always pays for itself"

Wuttke-Trans in the German town of Burgkunstadt recently acquired a powerful 480 hp DAF New XF Super Space Cab. The driver of the truck is Dominik Gruslinski. "This XF is an absolute dream", he says. "It is so quiet and so comfortable that it makes me feel right at home. Despite the demands of hilly terrain, my truck averages 30 litres per 100 kilometres. Nothing can compete with that." The decision to acquire the DAF New XF was no coincidence either, according to owner Georg Wuttke. "We have been driving DAFs for a long time already and couldn't be more satisfied." Georg's brother Harald sees

DAF as a strategic partner. "Our customers know that they can depend on us. We are reliable and flexible. Just like the DAF trucks. That reliability and flexibility have been the key to the success of our business for years."



Driver Dominik Gruslinski:
This XF is an absolute dream"



Savings of one million every year”

With around five hundred trucks, the fleet at St vd Brink is without doubt one of the largest in the Netherlands. Last year they added the New CF and New XF to the fleet. Owner Alex van den Brink: “The new generation of DAF trucks is not only extremely fuel-efficient, it even helps us to attract good drivers, too. We were a bit sceptical at first about DAF’s claim that we would be able to achieve savings of 7% on fuel consumption with the New CF and New XF. In reality, however, they have been proven correct. Our savings are actually even higher than 7%. It means we are able to save 1 million litres of fuel every year, which amounts to 1 million euro.”

Driver Harry van der Bunt: “With a truck as good as this you can’t but enjoy your job. It is so quiet. This truck lightens my workload. I always arrive at my destination more relaxed now. My XF is just fantastic.”



Driver Harry van der Bunt:
“With a truck as good as this you can’t but enjoy your job”



Definitely the new standard”

“With the new CF and XF generation DAF has definitely set the new standard”, says Evert van den Brug, co-owner of Van de Brug International Tank transport. With the introduction of the New CF and New XF, DAF promised savings of 7% on fuel. Van de Brug was naturally curious as to whether such a promise would stand up to scrutiny or not. Van de Brug: “The simple answer is: Yes, it sure does! We are easily achieving savings of seven to eight per cent compared to the previous generation. That is a huge improvement.”

Driver Peter Kreuk is very enthusiastic about ‘his’ New CF. “It changes gears extremely smoothly, maintains acceleration very easily and the driveline doesn’t even blink when the liquids in the tanks are sloshing about: it just holds onto its torque with no trouble at all. That makes for nice driving. The seat is also very comfortable, the cabin very luxurious and it’s got a terrific bed that gives you a great night’s sleep. I’m very proud of it!” ■



Driver Peter Kreuk:
“A terrific bed that gives you a great night’s sleep. I’m very proud of it!”

Urban distribution in 2050:

Back to the future

BY HENK DE LANGE

What would happen if you gave a truck designer the freedom to do exactly what he likes? If for once they were not restricted by the limits of technology or legal regulations? DAF designer Bart van Lotringen decided to take this approach to the topic of urban distribution in 2050. His concept is revolutionary, but surprisingly enough it has its roots in history, too. Back to the future in other words.



Bart van Lotringen

van Lotringen paints a quick picture of the various social and technological developments currently at play. “We are moving towards a 24/7 economy in which everything has to be faster and more efficient,” he says. “We are getting more and more used to purchasing the things we need online, everything from shoes to groceries. Urban landscapes are changing: there are less shops in our city centres, even though the number of

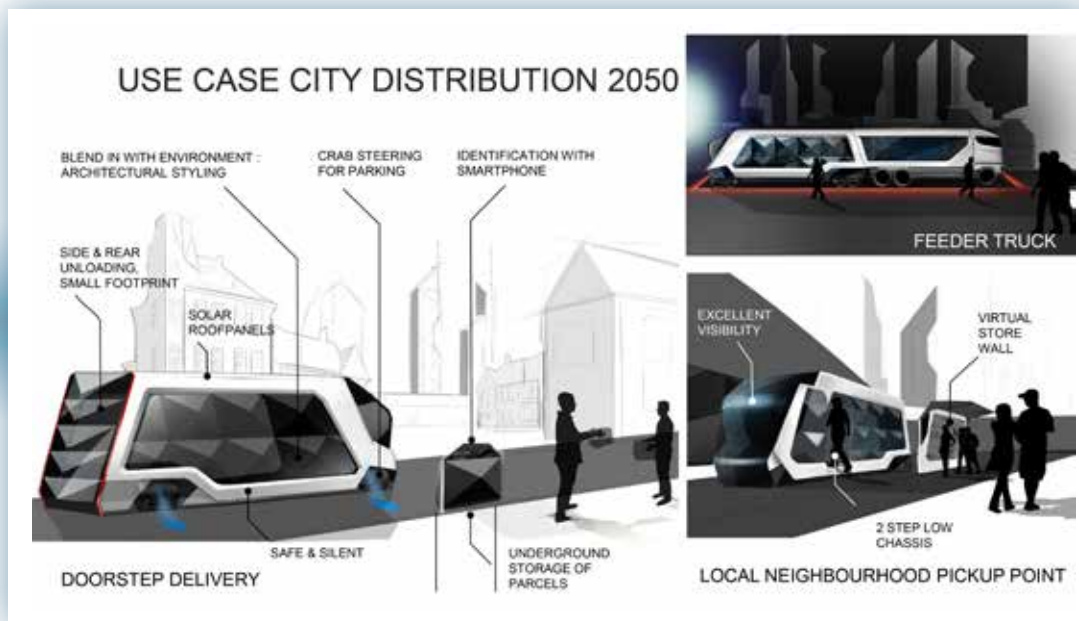
Before he explains his concept, Bart

people living in cities continues to rise due to increased urbanisation. Cars are also being banned from city centres in order to make urban spaces more liveable.”

Local and Social

It is very convenient, of course, that we don’t even have to leave our house anymore to purchase whatever it is we need. Not to mention the fact that you can have your purchases delivered right to your door within a few hours by courier or by drone. However, there is a negative aspect to this too, explains Van Lotringen.

“People will always have a need to maintain social contact with other people. The picture I have just painted tells a different story, however; we are venturing outside our front doors less and less and interacting with other more often via computer screens.” And there is another negative aspect to these developments, says Van Lotringen: “Sometimes, because of our busy careers, we are not able to be around to collect a delivery when the courier arrives at our door. That means we have to collect the delivery ourselves at a local pick-up point later on.



Not very efficient and not good for the environment either. So new distribution concepts have been introduced in which goods are delivered directly to a central pick-up point instead, such as a supermarket with longer opening hours.”

Electric and hybrid

The transport (or more precisely distribution) concept proposed by Van Lotringen takes into consideration the human need for social contact while at the same time ensuring the lowest possible ecological footprint. “In our vision, people will continue to do their shopping online, probably to an even greater extent. However, their purchases will not be delivered automatically to their door. Instead, goods will first be transported by long-haul trucks to distribution centres located outside the city. There they will be loaded onto ‘feeder trucks’ – large combinations with diesel-hybrid drivelines – before being transferred just outside the city centre onto a compact distribution truck that has been adapted to meet the new requirements for driving in the city centre.”

Fully electric

The distribution truck referred to by Van Lotringen is fully electric, which means quiet and emission-free. The truck operates 24/7 delivering goods in the city centre. Customers receive messages on their smartphones informing them of the truck’s location and the status of their delivery. “What we are doing, in fact, is creating a ‘corner shop’ where people can come together, just like they used to,” says Van Lotringen. “They come to pick up their deliveries, but they can also buy their groceries in a virtual shop at the same location using a large screen that also serves as the ‘bus stop’ for the distribution truck.”

Part of the landscape

The distribution truck is designed in such a way that it becomes a natural part of the urban landscape. This is achieved through the use of features like transparent bodywork, for example. The truck’s wheels have a 90-degree rotation feature that allows it to move sideways, which provides for optimal manoeuvrability in restricted spaces in the city. The low floor allows customers to walk effortlessly inside, while the solar panels on the roof provide the

required energy. And DAF would not be DAF if the driver’s needs were not taken into consideration, too. Van Lotringen: “A panoramic windshield provides an all-round view, which enables the driver to make and maintain eye contact with pedestrians. And, of course, the driver is also supported by safety systems and cameras, which are essential in busy city centres.”

Realistic?

How realistic is Van Lotringen’s idea? Will we ever see this happen ‘for real’? “As a manufacturer you always have to keep thinking about the future,” he says. “The aim of this concept is to facilitate a dialogue with our customers and to start a discussion about their own future developments and the role our trucks can play in that. It is unlikely that this concept will ever become one hundred per cent reality. But certain parts of it will certainly be adopted. No one can predict the future, but I am pretty sure about a few things: that humans cannot survive without social contact and that there is an increasing awareness that we have to take care of our planet. This concept fits those needs perfectly.” ■

DAF - demonstrating environmental leadership:

Meeting society's expectations of **today**



DAF Trucks is partnering with VDL Groep to release a first series of highly advanced CF Electric trucks for operation by leading customers. Together with the DAF Convenient and Ecochamps Innovation Trucks, DAF's full electric distribution truck perfectly illustrates the various solutions DAF is developing in response to the need to further reduce CO₂ emissions in long haul freight transport and to improve local air quality, particularly in urban areas.

DAF was among the first manufacturers to introduce a hybrid electric distribution truck in Europe and has continued to develop hybrid and electric powertrains through participation in leading European research projects like Convenient and Ecochamps. Where the DAF Convenient truck focuses primarily on maximum fuel efficiency and CO₂ reduction, Ecochamps is intended to investigate how the business case of hybrid technology can be made as attractive as possible for operators.

Clear vision of the future

DAF's overriding priority with any new development is to provide value to its

customers. The company's approach is to test all new developments thoroughly before launch and to introduce them when the market is ready. This customer-oriented strategy will also apply to electric and hybrid trucks. "For every application we will continue to deliver the best solution for our customers", says DAF Trucks' president, Preston Feight. "Clean and efficient diesel technology will remain the mainstream for long-distance and heavy haulage for at least the next decade. Various technologies may complement the diesel engine in the future. These include battery electric and plug-in hybrid powertrains, which could become valuable alternatives, depending

on the payload and range of operation needed, as well as on market requirements and battery technology evolving in terms of performance and cost."

Driving zero emissions in urban distribution

The CF Electric has been developed to meet distribution requirements in urban areas. It is meant for high volume deliveries and GCWs of up to 40 tonnes for which single or double axle semi-trailers are the standard. The truck is based on DAF's CF (International Truck of the Year 2018) and uses VDL's advanced E-Power Technology for fully electric



DAF EcoChamps

Ecochamps is an initiative supported by the European Commission in which 26 leading companies and institutions from the automotive sector, led by DAF Trucks, are developing ways in which to make hybrid and electric powertrains more efficient, compact, lightweight, robust and, above all, commercially viable. In order to realise the project's objectives regarding affordability, the hybrid DAF XF Ecochamps Innovation Truck features components used in the hybrid passenger car sector. Examples include the 90 kW electric motor, the battery cells and the DC/DC converter which replaces the conventional alternator and converts the 300V nominal voltage of the high voltage battery to standard 24V. The DAF Ecochamps vehicle also uses both braking regeneration energy and energy generated from the heat of the exhaust gases to recover energy to the batteries. The truck is primarily designed to reduce fuel consumption and CO₂



emissions in long-haul applications, as it takes advantage of the increased electrification that allows the diesel engine to be switched off in a wide range of operating conditions. This results in an incremental 4 to 5 percent improvement in fuel economy.

operation. The centre of the intelligent powertrain is the 210 kW electric motor, which gets its energy from the lithium-ion battery pack with a current total capacity of 170 kWh. The CF Electric has a range of approximately 100 kilometres, which is sufficient for high volume distribution requirements. Quick charging of the batteries can be executed in 30 minutes, while a full charge can be accomplished in as little as 1.5 hours.

Next steps

The first series of CF Electric trucks will undergo a customer field test with the aim of gaining experience with this new and exciting technology. The experience of customers operating these full electric trucks will help DAF to identify the next steps. In any case, DAF will be ready when customer demand reaches serious levels. ■



DAF Convenient

The DAF Convenient is the result of a project completed in 2016 – supported by the European Commission – with the aim of developing transport solutions that have the potential to achieve a significant reduction in fuel consumption. The DAF Convenient Innovation Truck is a plug-in parallel hybrid truck, featuring a 120 kW electric motor/generator in combination with the efficient and environmentally-friendly PACCAR MX-11 engine.

In urban areas, the DAF Convenient is powered by the electric motor, which gets its energy from the lithium-ion battery pack with a current total capacity of 9 kWh, giving it a range of three to six kilometres – depending on the conditions – which in daily practice is sufficient to enter and leave city centres to carry out deliveries. As soon as the truck has left the urban area, propulsion is provided by the ultra-efficient and clean 10.8 litre PACCAR MX-11 Euro 6 engine. The battery is recharged using regeneration energy from braking or by the motor/generator operating in charging mode.

The Convenient Innovation Truck is equipped with a number of passive and active aerodynamic features to minimise aerodynamic drag. These features include the sloping nose and grille louvres that close automatically based on the expected load of the vehicle – and on the GPS position of the truck – for the best possible aerodynamics.



Celebrating 90 years of Excellence



To celebrate our 90th Anniversary we proudly present an exclusive limited edition of the award-winning XF. Superb trucks with a stylish exterior, available in three rich colours and a supremely luxurious interior. Including our historical DAF emblem on the front, on the deco panels and illuminated door step, along with premium options. What's more, these 250 trucks are one-of-a-kind, featuring a limited-edition number for their proud new owners. It's a unique chance to own a special 90th Anniversary Edition.

Discover our 90th Anniversary Edition at www.daf.com/XF90